

**BOARD OF TRUSTEES
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

INFORMATION ITEM
ORACLE CONVERSION

BACKGROUND

The RDB Oracle Conversion was completed in early March. Overall, the conversion was a huge success and went as expected. However, as can be expected with a conversion of this magnitude, there were a few issues. Many of these issues have already been resolved; others are in various stages of resolution.

Now that the Core Merge has occurred people are potentially seeing data that they didn't expect to see or that they don't like. With so many students taking classes at multiple institutions, there will be some discrepancies in the data. Teams are working together to resolve these data issues. Core Data will help institution keep the most accurate and up-to-date information about students.

Success of the conversion can be attributed to the implementation of detailed plans including:

- a) Communication
Multiple means of communication were used; including countdown communication sent out to Chief Information officers and other key campus staff.
- b) Oracle Conversion Support Triage
The Oracle Conversion Support Triage Plan was implemented two special triage teams **were assembled to address issues as they arose. The issues reported were less than** anticipated; as a result these teams were able to disband and return to regular operation response.
- c) Migration Plans and Fall Back
Migration Plans and fall back plans were developed in detail. The atmosphere during the conversion had all the precision and energy of an Apollo launch.
- d) Incident Response
Incident Response tracking is taking place. The current average is twenty five reports a day.

Communication

All communications were, at a minimum, communicated via email to the CIO's and Campus Communicators and posted to the website.

Pre-December 08:

- *The Scoop* article - October 08
- Campus Support Analysts (CSA's) conduct numerous Seamless Core training sessions at individual campuses
- Created a quick reference guide called *Business Rules for Maintaining Core Data* which was handed out at all CSA training sessions and available on the website
- Glen Guida conducted bi-weekly WebEx sessions with CIO's to provide updates and answer questions

December 08:

- Requested and assembled a President-appointed group of Campus Communicators to be the go-to people for all conversion information - their role is to distribute the information to their campus staff
- Created an RDB to Oracle webpage that linked off of the main ITS page
- Posted first FAQ document
- Email message to student association leadership inviting student participation in acceptance session in January in St. Cloud
- Glen Guida conducted bi-weekly WebEx sessions with CIO's to provide updates and answer questions
- ITS Update - article announcing additions to web site

January 09:

- Weekly Updates (Mini-Status Reports) beginning the first week of Jan until 2 Weeks before Conversion - sent to president-appointed campus communicators and CIO's and posted on ITS website.
- Website updated weekly with new information (i.e. Application Availability, Oracle Talking Points, General FAQ's, etc.)
- Weekly phone bridges (everyone/anyone encouraged to call and ask questions)
- Glen Guida conducted bi-weekly WebEx sessions with CIO's to provide updates and answer questions
- Acceptance Session for end users in St. Cloud
- ITS Updates - update articles
- Summary from student association leadership to student members

February 09:

- Weekly Updates (Mini-Status Reports) beginning the first week of Jan until 2 Weeks before Conversion - sent to president-appointed campus communicators and CIO's and posted on ITS website.
- Website updated weekly with new information (i.e. Application Availability, Oracle Talking Points, General FAQ's, etc.)
- Weekly phone bridges (everyone/anyone encouraged to call and ask questions)

- Glen Guida conducted bi-weekly WebEx sessions with CIO's to provide updates and answer questions
- ITS Updates - update articles
- *The Scoop* update article - February 09

2 Weeks Prior to Conversion:

- **Daily Updates** - last 2 weeks before conversion - sent to president-appointed campus communicators and CIO's and posted on ITS website **-AND** the last week we sent to all ISRS Listservs
- Article in *The Chronicle*
- Weekly phone bridges (everyone/anyone encouraged to call and ask questions)
- 3 sessions of Person Search/Insert training in the two weeks prior - live and recorded and uploaded onto the website
- 2 sessions of Core Data training in the two weeks prior - live and recorded and uploaded onto the website
- Residency Status session - live and recorded and uploaded onto the website
- Website was updated with new information daily for at least the last two weeks prior

During Conversion (Thursday - Sunday):

Website was updated twice a day with progress reports

Post Conversion:

We communicated via the ISRS Listservs all problems/issues we encountered - if an issue affected multiple groups we also posted it on the website

Communication Sample

TO: CIOs

Subject: T Minus 4 Days to Oracle Conversion!

As we approach the conversion from RDB to Oracle this Thursday evening, you might be asking yourself "How do we know ISRS will perform in the new database??"

Performance is one of five critical measures of success needed to ensure the conversion from RDB to Oracle project was ready to move forward. Those critical success factors are:

1. Performance of the database
2. Application Functionality and performance
3. Database Migration success
4. Core Merge / Data Integrity functionality
5. Uniface 8 Functionality

The goal of #1, Performance testing, is to have equal or better performance in Oracle as is currently found in RDB for key processes. The new Quality Assurance group was able to assist with some of this testing. Test results show:

- **Key Web Activities**

1. Registration - able to function under load which exceeded RDB peak load
2. e-Timesheet - able to simulate loads above requirements
3. Professor Search - able to function under load over 10 times peak load in RDB
4. Login (SOAP) Authentication - Web Services - performance exceeds RDB
5. e-Applicant - final test results being compiled
6. Student Payment - performance exceeds RDB

- **Batch Reporting**

1. Peak (abnormal) Load Testing - ran all reports, all campuses starting at same time - performance acceptable.
2. Normal Load Testing - ran jobs on normal schedule - performance acceptable.

- **Uniface 8** - able to function at more than double peak load connections in RDB.

- **3gl Ad-hoc reporting** - performing at acceptable levels during integrated testing.

Even with the amount of testing we have completed, we expect to encounter some issues post conversion! Please call the Help Desk as you normally would!



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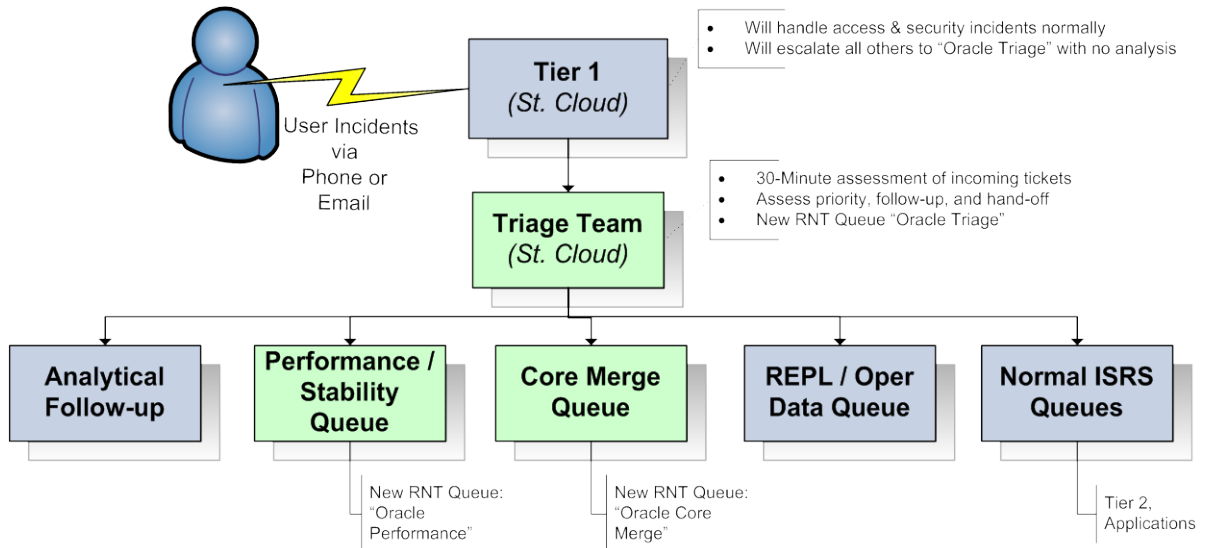
Information Technology & Services
Oracle Conversion
Support Triage
As of 03/2/2009

Oracle Conversion - Support Triage

Background

In anticipation of the higher levels of support incidents arriving during the first two weeks after the Oracle conversion, we need to organize our work to quickly assess incoming incidents, ascertain their priority, and assign them to the appropriate staff. Further, we feel the need to setup two special teams to respond to performance and core-merge issues.

Overview



Assumptions

- 1) Normal development team escalation processes should remain in place.
- 2) In front of our normal escalation process, we must be able to triage incidents more quickly than normal, specifically:
 - a) To assess/triage tickets very rapidly -- more quickly than will be possible if the support analysts worked unaided;
 - b) To handle a potentially much larger volume of tickets;
 - c) To identify patterns so tickets can be dealt with in groups.
- 3) We will need to be able to focus on the following general categories of issues that are not specific to a development team:
 - a) performance issues & application stability,
 - b) data (core merge).
- 4) We will need to report on incidents in categories for our management:
 - a) By queue,
 - b) By the new categories above.
- 5) Application-specific reporting can be the responsibility of the supervisor in charge of that system.

Support Process Changes for Oracle Triage

- 1) Create two teams for the two general categories of potential issues:
 - a) System performance and stability issues
 - i) Point person: Dave Purcell
 - b) Data (core merge) issues
 - i) Point person: Mark Malecek.
- 2) Create a new Triage Team to handle incidents escalated from Tier 1:
 - a) Members:
 - i) Dick McMullen, Rod Gerads, Ra Nae Thompson, Pat Hammer, Al Finlayson
 - ii) Honorary members: Mark Malecek, Glen Guida, Joanne Chabot
 - b) Purpose
 - i) 30-minute triage of priority, follow-up and hand-off
 - c) Process
 - i) Obvious performance incidents - go to performance/stability team, high priority
 - ii) Obvious data (core merge) incidents - go to data team, high priority
 - iii) Analytical follow-up (more data collection needed) – go to ASAs, with CSAs as backup
 - iv) All other categories of incidents will follow their normal escalation process.

- 3) Tactics
 - a) Setup new Jabber chat rooms for:
 - i) Oracle Triage
 - ii) Oracle Performance
 - iii) Oracle Core Merge

- 4) Use RNT to produce metrics on demand for Joanne & Mark in these categories:
 - a) Each of our normal queues,
 - b) Triage,
 - c) Performance & Stability,
 - d) Data (core merge).

- 5) Dress rehearsal on Thursday for chat rooms and triage assignments.

- 6) Get everyone on Pidgin this week, and train team members on using the new chat rooms.

Oracle Migration Plan

	Start Date	Start Time (CST) CALC Field	End Time (CST) CALC Field	ENTER Dur. Est. (min)	Dur. Est. (hr)	Detailed Task	Owner	Status	Comments
1	Friday, February 27, 2009					Pre-notification post on http://status.mnscu.edu/	Janke	DON	
2	Friday, February 27, 2009					Post notification on student web portal	Purcell	DON	
3	Monday, March 02, 2009					All set up and configuration of web applications, Apache	Purcell	DON	
4	Tuesday, March 03, 2009					Disable ISRS NETSCALER URL monitoring	Erickson		
5	Wednesday, March 04, 2009					Sevis/Housing PDF Load	Huls/Purcell;/Ger		
6	Wednesday, March 04, 2009					VMS preOracle files in place on VMS for execution	Willford		
7	Wednesday, March 04, 2009					Hold scheduled jobs	Gerads		
8	Thursday, March 05, 2009	4:00 PM				Run Accounting Batch Jobs	Gerads		
9	Thursday, March 05, 2009	5:00 PM	5:00 PM	0		GO for SHUTDOWN	Chabot/Guida		
10	Thursday, March 05, 2009	5:00 PM	5:05 PM	5	0.08	Post notifications on ISRS web pages shut down for conversion has begun	Jeffries		
11	Thursday, March 05, 2009	5:00 PM	5:00 PM			Progress Update to website	Schmidt		
12	Thursday, March 05, 2009	5:05 PM	5:15 PM	10	0.17	Disable ISRS web application load balancers	Erickson		
13	Thursday, March 05, 2009	5:15 PM	5:25 PM	10	0.17	Shut down web app servers	Erickson		
14	Thursday, March 05, 2009	5:25 PM	5:40 PM	15	0.25	*Shutdown VMS ISRS Monitor via "SHUTDOWN" to turn off all handlers, engines, etc on each VMS node *Disable Uniface 8 Urouter Processes on each VMN node *Stop any active Uniface 8 Userver client processes.	Carlson/Anderson		
15	Thursday, March 05, 2009	5:40 PM	5:55 PM	15	0.25	Hold all APPL/REPL backups except 15min archived log backups.	Scherer/Carlson		
16	Thursday, March 05, 2009	5:55 PM	6:10 PM	15	0.25	Bounce REPL and bring it up in restricted mode for select users.	Esson		
17	Thursday, March 05, 2009	6:10 PM	6:25 PM	15	0.25	If Log Miner has been turned off, restart	Forseman		
18	Thursday, March 05, 2009	6:25 PM	7:25 PM	60	1.00	Hold scheduled jobs	Gerads		
19	Thursday, March 05, 2009	7:25 PM	7:40 PM	15	0.25	Clear job scheduler - ensure queues are empty-hold all ISRS App DB jobs on each VMS node	Gerads		
20	Thursday, March 05, 2009	7:40 PM	10:10 PM	150	2.50	Run ISRS application table clean up jobs	Gerads		
21	Thursday, March 05, 2009	10:10 PM	10:20 PM	10	0.17	Wait for silence, Ensure RDB DBs quiet and have no attachments	Forseman/Carlson		
22	Thursday, March 05, 2009	10:20 PM	11:20 PM	60	1.00	Load data from PROD - RDB-Oracle	Forseman		
23	Thursday, March 05, 2009	11:20 PM	11:40 PM	20	0.33	Shut down logminer on each VMS node	Forseman		
24	Thursday, March 05, 2009	11:40 PM	11:45 PM	5	0.08	Shut off UPDATE access for everyone in RDB databases on each VMS node except FFORSEMAN	Carlson/Anderson		
25	Thursday, March 05, 2009	11:45 PM	12:00 AM	15	0.25	Ensure no ISRS Oracle attachments	Esson		

	Start Date	Start Time (CST) CALC Field	End Time (CST) CALC Field	ENTER Dur. Est. (min)	Dur. Est. (hr)	Detailed Task	Owner	Status	Comments
26	Thursday, March 05, 2009	12:00 AM	1:00 AM	60	1.00	Verify row counts / record counts	Forseman		
27	Friday, March 06, 2009	1:00 AM	1:05 AM	5	0.08	GO/NO Go for Database - Pehler to Chabot/Guida/Malecek/Willford	Pehler		
28	Friday, March 06, 2009	1:05 AM	3:05 AM	120	2.00	Incremental backup Oracle APPL & REPL - Only can be done in Production	Scherer/Carlson		
xx	Friday, March 06, 2009	3:05 AM	3:05 AM	0	0.00	CUT OVER			
29	Friday, March 06, 2009	3:05 AM	4:05 AM	60	1.00	Re-merge core "changes"	DeJong		
30	Friday, March 06, 2009	4:05 AM	1:05 PM	540	9.00	core merge "magic"	Pehler/Forseman		
31	Friday, March 06, 2009	8:00 AM	8:00 AM			Progress Update to website	Schmidt		
32	Friday, March 06, 2009	1:05 PM	1:05 PM	0	0.00	Database migration scripts	Pehler/Forseman		
33	Friday, March 06, 2009	1:05 PM	1:05 PM	0	0.00	Any remaining data type changes	Pehler/Forseman		
34	Friday, March 06, 2009	1:05 PM	1:06 PM	1	0.02	Drop and Create ITS.RDB_CONV_LOG Table	Pehler/Forseman		
35	Friday, March 06, 2009	1:06 PM	1:07 PM	1	0.02	Create New Sequences	Pehler/Forseman		
36	Friday, March 06, 2009	1:07 PM	1:08 PM	1	0.02	Drop Unnecessary Tables	Pehler/Forseman		
37	Friday, March 06, 2009	1:08 PM	1:09 PM	1	0.02	Create New Tables	Pehler/Forseman		
38	Friday, March 06, 2009	1:09 PM	1:10 PM	1	0.02	Table Structure Changes	Pehler/Forseman		
39	Friday, March 06, 2009	1:10 PM	1:11 PM	1	0.02	Update Statements	Pehler/Forseman		
40	Friday, March 06, 2009	1:11 PM	1:12 PM	1	0.02	Add Views	Pehler/Forseman		
41	Friday, March 06, 2009	1:12 PM	2:12 PM	60	1.00	Add Indexes	Pehler/Forseman		
42	Friday, March 06, 2009	2:12 PM	2:13 PM	1	0.02	Create New Audit Tables	Pehler/Forseman		
43	Friday, March 06, 2009	2:13 PM	2:14 PM	1	0.02	Add Default Values	Pehler/Forseman		
44	Friday, March 06, 2009	2:14 PM	2:14 PM	0	0.00	Add Comments	Pehler/Forseman		
45	Friday, March 06, 2009	2:14 PM	2:14 PM	0	0.00	Add Attributes	Pehler/Forseman		
46	Friday, March 06, 2009	2:14 PM	2:54 PM	40	0.67	Add Foreign Keys	Pehler/Forseman		
47	Friday, March 06, 2009	2:54 PM	2:56 PM	2	0.03	Add Triggers	Pehler/Forseman		
48	Friday, March 06, 2009	2:56 PM	3:36 PM	40	0.67	NON_PERSON Migration	Pehler/Forseman		
49	Friday, March 06, 2009	3:36 PM	3:37 PM	1	0.02	Add Audit Triggers	Pehler/Forseman		
50	Friday, March 06, 2009	3:37 PM	3:42 PM	5	0.08	Recompile Invalid Views and Triggers (ISRS, ISRSCORE and ISRSVAL schemas)	Pehler/Forseman		
51	Friday, March 06, 2009	3:42 PM	5:42 PM	120	2.00	ST_APP_LOG Cleanup	Pehler/Forseman		
52	Friday, March 06, 2009	3:42 PM	7:42 PM	240	4.00	RADS: Run scripts to build tables, run scripts to fix views to point to core	Meath/Gramling		
53	Friday, March 06, 2009	7:42 PM	7:42 PM			Progress Update to website	Schmidt		

	Start Date	Start Time (CST) CALC Field	End Time (CST) CALC Field	ENTE R Dur. Est. (min)	Dur. Est. (hr)	Detailed Task	Owner	Status	Comments
54	Friday, March 06, 2009	7:42 PM	10:42 AM	900	15.00	FULL backup APPL & REPL - Only can be done in Production	Scherer/Carlson		
55	Friday, March 06, 2009	7:42 PM	7:47 PM	5	0.08	Oracle DB Ready GO/NO GO : Can resume steps even though backup is in progress ALL TEAM join conference bridge 877-416-1750 Pass code 3751274#	Pehler/Forseman		
56	Friday, March 06, 2009	7:47 PM	7:52 PM	5	0.08	Reset RDB privs back to MNSCUDB read access	Carlson/Anderson		
57	Friday, March 06, 2009	7:52 PM	7:57 PM	5	0.08	Close all ISRS RDB databases (no access)	Carlson/Anderson		
58	Friday, March 06, 2009	7:57 PM	8:27 PM	30	0.50	WEB applications deployed	Erickson		
59	Friday, March 06, 2009	8:27 PM	8:57 PM	30	0.50	Load balancer setting changes	Erickson		
60	Friday, March 06, 2009	8:57 PM	9:12 PM	15	0.25	Backup RDB version of ISRS application images/components on VMS servers	Bruce Carlson		
61	Friday, March 06, 2009	9:12 PM	9:42 PM	30	0.50	Copy out Oracle version of ISRS application images/components to VMS servers	SYSUNI (willford)		
62	Friday, March 06, 2009	9:42 PM	9:44 PM	2	0.03	Execute script to change Uniface from RDB to ORA	Carlson/Anderson		
xx	Friday, March 06, 2009	9:44 PM	9:44 PM			SOFT LIVE - internal and special campus users only			
63	Friday, March 06, 2009	9:44 PM	9:45 PM	1	0.02	STC2 First - Start VMS MNSCUDB Engine	Gerads		
64	Friday, March 06, 2009	9:45 PM	9:50 PM	5	0.08	STC2 First - Start VMS ISRS Monitoring	Gerads		
65	Friday, March 06, 2009	9:50 PM	9:51 PM	1	0.02	Remaining VMS Servers - Start VMS MNSCUDB Engine	Gerads		
66	Friday, March 06, 2009	9:51 PM	9:56 PM	5	0.08	Remaining VMS Servers - Start VMS ISRS Monitoring	Gerads		
67	Friday, March 06, 2009	9:56 PM	10:01 PM	5	0.08	disable Uniface8 menu for internal use only	Willford		
68	Friday, March 06, 2009	10:01 PM	10:31 PM	30	0.50	Bring up web applications for testers	Erickson		
69	Friday, March 06, 2009	10:31 PM	10:36 PM	5	0.08	Deploy special situation to come up live for testers only	Erickson		
70	Friday, March 06, 2009	10:36 PM	10:56 PM	20	0.33	Config and restart application servers	Willford		
xx	Friday, March 06, 2009	10:56 PM	6:55 AM	479	7.98	CONTINGENCY			
xx	Saturday, March 07, 2009		7:00 AM			Backups should be finishing around this time			
71		7:00 AM	7:00 AM			Progress Update to website	Schmidt		
72	Saturday, March 07, 2009	7:00 AM	12:00 PM	300	5.00	Application verification: Finance - Gillson Student - McMahon/Pichaske HR - McMullen Registration - Halloran	BA/SA teams		
73	Saturday, March 07, 2009	12:00 PM	12:00 PM			Progress Update to website	Schmidt		

	Start Date	Start Time (CST) CALC Field	End Time (CST) CALC Field	ENTE R Dur. Est. (min)	Dur. Est. (hr)	Detailed Task	Owner	Status	Comments
74	Saturday, March 07, 2009	12:00 PM	12:00 PM	0	0.00	Generate an extract file from the production Oracle database for review by Chuck Morris/Mike Condon	Huls / Gerads		
75	Saturday, March 07, 2009	12:00 PM	1:00 PM	60	1.00	UnHold some ISRS scheduled jobs	Gerads		
76	Saturday, March 07, 2009	1:00 PM	1:05 PM	5	0.08	Replication status update	Esson		
77	Saturday, March 07, 2009	1:05 PM	1:10 PM	5	0.08	First Go NoGo decision point: ALL TEAM join conference bridge 877-416-1750 Pass code 3751274#	Chabot		
78	Saturday, March 07, 2009	1:10 PM	1:30 PM	20	0.33	Bring REPL back up in normal mode. No database bounce required.	Esson		
79	Saturday, March 07, 2009	1:30 PM	1:45 PM	15	0.25	Un-Hold backups of APPL and REPL until cutover complete - Only can be done in Production	Scherer/Carlson		
80	Saturday, March 07, 2009	1:45 PM	1:47 PM	2		Post original ISRS page	Jeffries		
81	Saturday, March 07, 2009	1:47 PM	1:52 PM	5	0.08	Enable ISRS NETSCALER URL monitoring	Erickson		
xx	Saturday, March 07, 2009	1:52 PM	1:52 PM	0	0.00	GO LIVE			
82	Saturday, March 07, 2009	1:52 PM	2:22 PM	30	0.50	Start production jobs	Gerads		
83	Saturday, March 07, 2009	2:22 PM	2:27 PM	5	0.08	FINAL Go NoGo decision point - ALL TEAM join conference bridge 877-416-1750 Pass code 3751274#	Chabot		
84	Saturday, March 07, 2009	2:27 PM	2:32 PM	5	0.08	Re-enable load balancers	Erickson		
85	Saturday, March 07, 2009	2:32 PM	2:37 PM	5	0.08	Re-establish Uniface8 menu	Willford		
86	Saturday, March 07, 2009	2:37 PM	2:42 PM	5	0.08	Open RDB databases for troubleshooting	Carlson		
87	Saturday, March 07, 2009	2:42 PM	2:42 PM			Progress Update to website	Schmidt		
88	Saturday, March 07, 2009	2:42 PM	2:42 PM	0	0.00	ORACLE PRODUCTION LIVE!			
xx				0		POST LIVE MONITORING			
89						Run script to populate AR Build needed for students who changed residency status	Gillson		
90						SKIP A/R Full Calc	Gerads		
91						Res Stat script	Gillson		

Oracle Fall Back Plan

	Start Date	Start Time (CST)	End Date	End Time (CST)	Detailed Task	Owner	Status
1					FALL BACK - SHUTDOWN		
2					Disable ISRS web application load balancers	Erickson	
3					Shutdown ISRS Oracle web applications	Purcell/Server	
4					Shutdown VMS ISRS Monitor via "SHUTDOWN" to turn off all handlers, engines, etc on	Carlson	
5					Disable Uniface 8 Urouter Processes on each VMS node	Carlson	
6					Stop any active Uniface 8 Userver client processes	Carlson	
7					Hold scheduled jobs	Gerads	
8					Clear job scheduler - ensure queues are empty-hold all ISRS App DB jobs on each VMS node	Gerads	
9					Wait for silence, Ensure Oracle DBs quiet and have no attachments	Esson/Pheler	
10					Copy RDB/Oracle Read Only backup versions of ISRS application images/components to	Sysuni(willford)	
11					Deploy backup of pre-Full Oracle ISRS web applications	Purcell/Server	
12					Run script to configure VMS servers for ISRS RDB applications	Carlson	
13					Run script to configure Web app servers for ISRS RDB applications	Purcell/Server	
14					Restore Oracle backups made prior to migration	Esson	
15					Reset RDB Database Privilages	Carlson	
16					FALL BACK - SOFT LIVE		
17					STC2 First - Start VMS MNSCUDB Engine	Gerads	
18					STC2 First - Start VMS ISRS Monitoring	Gerads	
19					Remaining VMS Servers - Start VMS MNSCUDB Engine	Gerads	
20					Remaining VMS Servers - Start VMS ISRS Monitoring	Gerads	
21					Bring up web applications for testers		
22					Deploy special situation to come up live for testers only	Janke	
23					Config and restart application servers		
24					Student area verification		
25					Finance area verification		
26					Generate an extract file from the production Oracle database for review by Chuck Morris/Mike	Bob Huls	
27					UnHold some ISRS scheduled jobs	Gerads	
28					First Fall Back Go NoGo decision point	All	
29							
30					GO LIVE		
31					Re-enable load balancers	Erickson	
32					Re-establish Uniface8 menu	?	

Incident Response

Oracle Conversion - Week 2

As of Friday at 3PM, 3-20-2009

Week 1			Opened Today <i>(since prior report)</i>	Resolved Today <i>(since prior report)</i>	Cumm Tickets	Cumm Resolved	Still Open
Mon	3/9/2009	10AM 3PM	204	78	87 204	18 78	69 126
Tue	3/10/2009	9AM 3PM	171	134	264 375	127 212	137 163
Wed	3/11/2009	3PM	146	109	521	321	200
Thu	3/12/2009	3PM	113	124	634	445	189
Fri	3/13/2009	3PM	91	56	725	501	224
Week 2							
Mon	3/16/2009	3PM	93	110	818	611	207
Tue	3/17/2009	3PM	93	71	911	682	229
Wed	3/18/2009	3PM	94	68	1005	750	255
Thu	3/19/2009	3PM	75	58	1080	808	272
Fri	3/20/2009	3PM	65	64	1145	872	273

Total incidents: 1145
Total Resolved: 872
Total still open: 273

